

Incident Resolution Team

DEPARTMENT OF VETERANS AFFAIRS
Office of Information and Technology
Office of Information Security
Risk Management and Incident Response
Incident Resolution Team



Monthly Report to Congress of Data Incidents

December 2 - 29, 2013

Security Privacy Ticket Number		Incident Type		Organization		Date Opened		Date Closed		Date of Initial DBCT Review					
PSETS0000097549		Mishandled/ Misused Physical or Verbal Information		VBA Sioux Falls, SD		12/2/2013		12/3/2013							
VA-NSOC Incident Number		Date US-CERT Notified		US-CERT Case Number		Date OIG Notified		Reported to OIG		OIG Case Number		No. of Credit Monitoring		No. of Loss Notifications	
VANSOC0599668		12/2/2013		INC000000329851		N/A		N/A		N/A		1			
Incident Summary Veteran A was mailed an award letter with Veteran B's Social Security Number on the header of pages two and three.															
Incident Update 12/02/13: Veteran B will be sent a letter offering credit protection services.															
Resolution The employee was counseled on correct mailing procedures.															
DBCT No DBCT decision was required. There were a total of 99 Mis-Mailed incidents this reporting period. Because of repetition, the other 98 are not included in this report, but are included in the "Mis-Mailed Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.															

Security Privacy Ticket Number		Incident Type		Organization		Date Opened		Date Closed		Date of Initial DBCT Review					
PSETS0000097551		Mishandled/ Misused Physical or Verbal Information		VISN 04 Butler, PA		12/2/2013		12/3/2013							
VA-NSOC Incident Number		Date US-CERT Notified		US-CERT Case Number		Date OIG Notified		Reported to OIG		OIG Case Number		No. of Credit Monitoring		No. of Loss Notifications	
VANSOC0599669		12/2/2013		INC000000329873		N/A		N/A		N/A				1	
Incident Summary A Veteran was admitted to the long term care facility at VA Butler Healthcare. He had opted out of the facility directory. VA staff received a phone call and forwarded the phone call to the patient's room.															
Incident Update 12/02/13: The Veteran will be sent a notification letter.															
Resolution The Privacy Officer will be working with staff to have groups that may get phone calls or visitors to look at procedures to make sure all staff know who has opted out of the facility directory and who has not opted out of the directory. Education on the process will be provided.															
DBCT No DBCT decision was required. There were a total of 67 Mis-Handling incidents this reporting period. Because of repetition, the other 66 are not included in this report, but are included in the "Mis-Handling Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter and/or credit monitoring will be offered if appropriate.															

Security Privacy Ticket Number		Incident Type		Organization		Date Opened		Date Closed		Date of Initial DBCT Review	
PSETS0000097611		Mishandled/ Misused Physical or Verbal Information		VHA CMOP Leavenworth, KS		12/3/2013		12/4/2013			
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number		Date OIG Notified	Reported to OIG	OIG Case Number		No. of Credit Monitoring		No. of Loss Notifications	
VANSOC0599736	12/3/2013	INC000000330308		N/A	No	N/A				1	
Incident Summary Patient A received a prescription intended for Patient B. Patient B's name, address, and type of medication were compromised. Patient A reported the incident to the Denver VA Medical Center and a replacement has been requested for Patient B. The Leavenworth Consolidated Mail Outpatient Pharmacy (CMOP) investigation concludes that this was a CMOP packing error.											
Incident Update 12/03/13: Patient B will be sent a notification letter.											
Resolution The CMOP employee was counseled and retrained in proper packing procedures.											
DBCT No DBCT decision was required. This is informational for Mis-Mailed CMOP incidents. There were a total of 6 Mis-Mailed CMOP incidents out of 6,016,180 total packages (9,057,822 total prescriptions) mailed out for this reporting period. Because of repetition, the other 5 are not included in this report, but are included in the "Mis-Mailed CMOP Incidents" count at the end of this report. In all incidents, Veterans will receive a notification letter.											

Security Privacy Ticket Number		Incident Type		Organization		Date Opened		Date Closed		Date of Initial DBCT Review	
PSETS0000097740		Missing/Stolen Equipment		VISN 02 Buffalo, NY		12/5/2013		12/17/2013		12/17/2013	
VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number		Date OIG Notified	Reported to OIG	OIG Case Number		No. of Credit Monitoring		No. of Loss Notifications	
VANSOC0599857	12/5/2013	INC000000331201		N/A	N/A	N/A					
Incident Summary The VA Western New York Healthcare System, Buffalo VA Medical Center Research Department cannot find two desktop computers assigned to their inventory list.											
Incident Update 12/31/13: The local Research Department cannot locate the items.											
Resolution The Research Department has completed a full inventory of every piece of equipment in their building. Inventory tracking is being scheduled on a more frequent basis and the Research Department has been re-educated on the importance of reporting lost IT equipment as soon as they realize there is a loss. They also have reminded employees to safeguard VA equipment at all times.											
DBCT No DBCT decision was required. This is informational for IT Equipment Inventory incidents. There were a total of 6 IT Equipment Inventory Incidents this reporting period. Because of repetition, the other 5 are not included in this report, but are included in the "IT Equipment Inventory Incidents" count at the end of this report.											

Security Privacy Ticket Number	Incident Type	Organization	Date Opened	Date Closed	Date of Initial DBCT Review
PSETS0000097881	Unauthorized Electronic Access	VISN 11 Detroit, MI	12/10/2013	12/30/2013	12/17/2013

VA-NSOC Incident Number	Date US-CERT Notified	US-CERT Case Number	Date OIG Notified	Reported to OIG	OIG Case Number	No. of Credit Monitoring	No. of Loss Notifications
VANSOC0599987	12/10/2013	INC000000331983	N/A	N/A	N/A		

Incident Summary
The Office of Information and Technology (OIT) shipped a brand new tablet for a hand washing project to the project manager at the Domino Farms office site. There was no personally identifiable information (PII) or protected health information (PHI) on the tablet because it was brand new. The tablet was never received at Domino Farms for signature. No one was available for signature, so the package was sent back to UPS to return to sender. UPS returned the package to the VA. The warehouse signed for the package. The tablet was delivered to the Pharmacy and paperwork was completed. The tablet has not been found and no one can account for it. The facility is still searching for it.

Incident Update
12/11/13:
This was a brand new VA tablet that was never connected to the network. It was last seen on 10/15/13. It was delivered to the Pharmacy and no one has seen it since. The Privacy Officer (PO) is checking to see if it was reported as lost to the VA Police.
12/13/13:
The tablet has not been found. The Information Security Officer (ISO) is waiting on the supervisor to be able to speak to them regarding the delivery of the tablet.

Resolution
The Police Report and Report of Survey were completed by the service. The ISO received the Police Report and uploaded the redacted report to the ticket. All employees in the service were questioned and no one recalls seeing the package. There is no further information on the investigation. The Police Report has been filed and the tablet will be put in abeyance.

DBCT
No DBCT decision was required. This is informational for missing equipment.

Total number of Internal Un-encrypted E-mail Incidents	61
Total number of Mis-Handling Incidents	67
Total number of Mis-Mailed Incidents	99
Total number of Mis-Mailed CMOP Incidents	6
Total number of IT Equipment Inventory Incidents	6
Total number of Missing/Stolen PC Incidents	3
Total number of Missing/Stolen Laptop Incidents	11 (8 encrypted)
Total number of Lost BlackBerry Incidents	21
Total number of Lost Non-BlackBerry Mobile Devices (Tablets, iPhones, Androids, etc.) Incidents	1